



## **Lead Destitution Co-ordinator (3 days a week, Centre based)**

### **Job Description**

Alternatives Trust East London is employing a Lead Destitution Co-ordinator to assist the Centre Manager and the Support to Parents' Manager in support and care for the parents and children in destitution that Alternatives is in contact with, particularly new clients and those who have recently joined the We Are Family support group for vulnerable families.

He/she will be based at our Centre and able to advise and support clients here. He/she will sometimes travel to visit and provide support to clients. Liaison with other supporting agencies, social services and other statutory bodies is involved. Access to a car and a clean driving licence is essential for this post (parking provided).

This is a job share position. This post is three days a week and this postholder will take the leading role, joining Alternatives management team, developing the growth of social enterprise as a route to employment, and mentoring the person who is working in the 2-day a week role. The 2-day-a week post will largely work out of the new WAF charity shop allowing us to extend our services there.

This post has been created to deal with significantly increasing numbers in clients in destitution.

The Lead Destitution Co-ordinator will be managed by the Centre Manager and will attend regular supervision meetings. He/she will liaise closely with other staff, particularly the Centre Manager and We Are Family project workers, and attend regular staff meetings.

This is a part-time post for 21 hours a week. The salary is £16,380 per annum (£27,300 pro rata) plus an opportunity for pension enrolment.

### **Working hours**

Both postholders are required to take part in the We Are Family Club on Mondays 11 am – 3 pm. Other working hours are flexible, but will be largely between 10 and 3 pm on weekdays.

<b>Job Title</b>	Lead Destitution Co-ordinator
<b>Job Purpose</b>	To be responsible for supporting clients in moving forwards out of destitution
<b>Responsible to</b>	Centre Manager

## **Responsibilities**

### **1. Staff**

- To manage other staff and volunteers in the WAF Development Team, particularly the team of Buddies, enabling them to develop systems to help with practical or administrative work, overseeing their ongoing training and development in this area.
- To be involved in annual reviews/appraisals for these staff and volunteers.
- To ensure appropriate supervision is provided for those involved in this work.
- Responsible for managing and motivating the WAF Development Team and working together to implement policies and practices.
- Mentoring the job share partner to lead on managing and supervising volunteers in the shop and WAF CAF teams.
- Initial contact for dealing with complaints or conflict.

### **2. Clients**

- Be the first point of contact for clients coming or phoning for support out of destitution.
- Undertake client assessments as required.
- Help oversee donations coming in to the centre and their fair distribution to clients in need.
- Research, referral and liaison with other services for clients as required.

The Destitution Co-ordinator will give practical support. This may include:

- advice about benefits, housing, immigration, schools and healthcare
- finding emergency accommodation
- receiving and delivering donated baby clothes and equipment
- linking mums with other local provision as appropriate to help them and their families
- attending case conferences about at-risk children
- supporting mothers whose child is taken temporarily into care
- finding a place in a safe house if the woman is at risk of violence

- referring women to the linked local halfway houses
- referring women to We Are Family or other Alternatives' services such as counselling for those who have experienced trauma
- visiting and supporting isolated women in a secure assessment unit

### **3. Centre and services management**

- To be responsible for the day-to-day operation of the work to move clients out of poverty.
- Oversee Health and Safety implementation with client work, with the assistance of the job share partner.

### **4. Development**

- To develop the existing support given to people in destitution as part of Alternatives' Management Team.
- To take a lead on supporting the growth of new initiatives and social enterprise projects as appropriate and in liaison with the Management Team.
- To play a role in Management Team meetings as well as staff and supporter events.
- To promote the Destitution Support Services of Alternatives, through regular newsletters, presentations, data collection and representing Alternatives as required at meetings.

### **5. Attributes and experience**

- Able to communicate effectively, both face to face and in writing.
- Excellent organisational and interpersonal skills.
- Ability to work sensitively and appropriately with vulnerable people.
- Ability to maintain confidentiality as in line with Alternatives Confidentiality policy.
- Ability to work independently as well as within the team, having a flexible, positive approach.
- Knowledge and experience of Microsoft packages.
- Clean driving license and car essential.
- Enhanced DBS disclosure is required for this post.
- Able to embody and exemplify the ethos of Alternatives Trust East London in all dealings with staff, clients and others.
- Able to mentor/jobshare in an effective, sensitive and empowering way.